## APPENDIX TWO

### Relevance initiatives in Tourism and Hospitality

<table>
<thead>
<tr>
<th>Activity</th>
<th>Availability</th>
<th>Lead Agency</th>
<th>Key Contact</th>
</tr>
</thead>
</table>
| **TRENZ Industry Showcase**                   | Annual event during TRENZ | Tourism Industry Association Supported by ATTTO | Sector Manager  
Tourism Industry Association  
04 499 0104  
info@tianz.org.nz  
www.tianz.org.nz |
| **Regional Industry Seminars**                | Nationwide         | Tourism Industry Association  | Regional Tourism Organisations or Sector Manager, TIA  
04 499 0104  
info@tianz.org.nz  
www.tianz.org.nz |
| **Workplace Traineeships – Hospitality**      | Nationwide         | HSI                           | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
| **Modern Apprenticeships in Hospitality**     | Nationwide         | HSI                           | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
| **Certificates of Achievement**               | Nationwide         | HSI                           | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
| **GREET NZ Customer Service Programme**       | Nationwide         | HSI                           | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.greetnz.co.nz |
| **Assessment of Prior Learning**              | Nationwide         | HSI                           | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
| **New Zealand Hotel Council Corporate Training Programme** | Auckland, Wellington, Christchurch | HSI | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
**ACTIVITY** | **AVAILABILITY** | **LEAD AGENCY** | **KEY CONTACT** |
--- | --- | --- | --- |
**Group Apprenticeship Scheme**  
Industry partnership between the Restaurant Association of New Zealand and HSI. Training programmes lead to Modern Apprenticeships in Cookery or Food Service. | Auckland  
(Available September 2006) | HSI | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
**Assessor Training**  
This two-day programme is a prerequisite for industry assessors offering national qualifications in the workplace. | Nationwide | HSI | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
**On-Job-Trainers’ Programme**  
This programme gives trainers the skills to be effective trainers in the workplace. | Nationwide  
(Available October 2006) | HSI | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
**OASIS – Offering Assistance to Students in Schools**  
A support programme for schools, including initiatives such as Caravan of Skills, Teacher Upskilling, Gateway Support, and School Cookery Competition. Refer below for details on each initiative:  
*Caravan of Skills*  
A national series of workshops, with industry champions going into schools to showcase the skills and career paths of the hospitality industry to students.  
*Teacher Upskilling*  
A national programme offering upskilling in hospitality skills to teachers in schools.  
*Gateway Support*  
HSI offers partnership support to schools who participate in the national Gateway programme.  
*School Cookery Competition*  
Regional competitions amongst schools, in cookery, and food & beverage service. Regional winners head to the national culinary fair to compete in a national competition. | Nationwide | HSI | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
**Provider Workshops**  
These regional workshops give tutors and teachers from secondary and tertiary institutions the opportunity to learn about new products, services, and assessment/moderation information from HSI. | Nationwide | HSI | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
**HSI National Training Conference**  
This annual conference provides industry with the opportunity to come together to upskill and update on industry training issues and solutions. | Nationwide | HSI | HSI  
0800 275 4474 (ASK 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
<table>
<thead>
<tr>
<th>Activity</th>
<th>Availability</th>
<th>Lead Agency</th>
<th>Key Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>HSI Excellence in Training Awards</td>
<td>Nationwide</td>
<td>HSI</td>
<td>HSI 0800 275 4474 (ASK 4 HSI) <a href="mailto:info@hsi.co.nz">info@hsi.co.nz</a> <a href="http://www.hsi.co.nz">www.hsi.co.nz</a></td>
</tr>
<tr>
<td>National Culinary Fair</td>
<td>Auckland</td>
<td>Restaurant Association of New Zealand</td>
<td>Alistair Rowe 09 638 8403 <a href="mailto:alistair@restaurantnz.co.nz">alistair@restaurantnz.co.nz</a></td>
</tr>
<tr>
<td>Hospitality Industry Scholarships</td>
<td>Nationwide</td>
<td>Restaurant Association of New Zealand</td>
<td>Alistair Rowe 09 638 8403 <a href="mailto:alistair@restaurantnz.co.nz">alistair@restaurantnz.co.nz</a></td>
</tr>
<tr>
<td>Training Packages</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Workplace Traineeships</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Assessment of Prior Learning and Current Competency</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Customer Service Workshops (ideal for induction)</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Fiona Hull 027 620 9031 <a href="mailto:fiona.hull@xtra.co.nz">fiona.hull@xtra.co.nz</a></td>
</tr>
<tr>
<td>Advice on training programmes, induction, training needs analysis, benchmarking current training against formal qualifications.</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Financial assistance towards training costs</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sharon Payne 04 496 4893 <a href="mailto:sharon.payne@attto.org.nz">sharon.payne@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Assessor Training</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sharon Payne 04 496 4893 <a href="mailto:sharon.payne@attto.org.nz">sharon.payne@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Brokerage of training courses, assessment</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Careers advice and promotional material</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Lucie Wenmakers 04 496 4894 <a href="mailto:lucie.wenmakers@attto.org.nz">lucie.wenmakers@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Activity</td>
<td>Availability</td>
<td>Lead Agency</td>
<td>Key Contact</td>
</tr>
<tr>
<td>----------</td>
<td>--------------</td>
<td>-------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Gateway Package</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Linda Wilson 04 496 4895 <a href="mailto:linda.wilson@attto.org.nz">linda.wilson@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Scholarships</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Linda Wilson 04 496 4895 <a href="mailto:linda.wilson@attto.org.nz">linda.wilson@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Provider Workshops</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Linda Wilson 04 496 4895 <a href="mailto:linda.wilson@attto.org.nz">linda.wilson@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Sector licences (e.g. TAANZ Travel Consultancy Certificate and ITOC Tour Guide Certificate)</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Modern Apprentices</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Industry luncheons/focus groups with ATTTO Board</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Gayle Sheridan 04 495 0810 <a href="mailto:gayle.sheridan@attto.org.nz">gayle.sheridan@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Industry Awards (customised sub-sets of qualifications)</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Sue Keats 04 494 1848 <a href="mailto:sue.keats@attto.org.nz">sue.keats@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>ATTTO Excellence in Workplace Training Awards – these annual awards are available for nomination from any workplace working with ATTTO, recognising excellence in workplace training.</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Gayle Sheridan 04 495 0810 <a href="mailto:gayle.sheridan@attto.org.nz">gayle.sheridan@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Student surveys on Career Aspirations and Expectations (carried out in June 2005)</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Gayle Sheridan 04 495 0810 <a href="mailto:gayle.sheridan@attto.org.nz">gayle.sheridan@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Graduate and Employee Surveys on Employment Aspirations and Expectations (carried out in June 2005)</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Gayle Sheridan 04 495 0810 <a href="mailto:gayle.sheridan@attto.org.nz">gayle.sheridan@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Focused Skill Projection Reports for Aviation and Travel</td>
<td>Nationwide</td>
<td>ATTTO</td>
<td>Gayle Sheridan 04 495 0810 <a href="mailto:gayle.sheridan@attto.org.nz">gayle.sheridan@attto.org.nz</a> <a href="http://www.attto.org.nz">www.attto.org.nz</a></td>
</tr>
<tr>
<td>Industry Training Organisations increasing their focus on SMEs</td>
<td>Nationwide</td>
<td>ATTTO, HSI, SFRITO</td>
<td>Ask Industry Training Organisations</td>
</tr>
<tr>
<td>Revision of tourism occupational classifications to allow more accurate data for tourism labour market analysis.</td>
<td>Nationwide</td>
<td>NZ and Australian project</td>
<td>Statistics New Zealand Andrew.Hancock <a href="mailto:andrew.hancock@stats.govt.nz">andrew.hancock@stats.govt.nz</a></td>
</tr>
<tr>
<td>ACTIVITY</td>
<td>AVAILABILITY</td>
<td>LEAD AGENCY</td>
<td>KEY CONTACT</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------</td>
<td>--------------------</td>
<td>-----------------------------------</td>
<td>--------------------------------------------------</td>
</tr>
</tbody>
</table>
| Maori tourism facilitation service. Business assistance including training needs analysis for Maori tourism businesses. | Nationally for Maori tourism businesses | Ministry of Tourism                        | Glenn Webber  
Phone: 04 498 7446 |
| Job Vacancy Monitoring Programme – monitoring of vacancies in tourism and hospitality occupations | Nationwide         | DOL                               | Andrew Whiteford  
andrew.whiteford@dol.govt.nz |
| Survey of Employers who have Recently Advertised (SERA) inclusion of selected tourism and hospitality occupations. | Nationwide         | DOL                               | Andrew Whiteford  
andrew.whiteford@dol.govt.nz |
| Expansion of ITPNZ hospitality forum to hospitality and tourism         | Nationally for Institutes of Technology and Polytechnics | ITPNZ                              | Sue Bartlett  
sbartlett@northland.ac.nz |
| Labour market knowledge - managers now located in regions to assist in the development of regional and local strategies for specific sectors. | All regions         | DOL                               | DOL regional offices |
| Christchurch tourism strategy under development incorporating strategies for workforce and skills. | Christchurch        | Christchurch City Council          | Elizabeth Pearson  
elizabeth.pearson@ccc.govt.nz |
| Northland Major Regional Initiative (Activate Northland) based on capability building in tourism businesses along the Twin Coast Highway with NZ Trade and Enterprise support. | Northland           | Enterprise Northland              | Kiri Goulter  
09 438 5110 |
| Northland Skills Strategy developed including tourism and hospitality along with other key sectors. | Northland           | Enterprise Northland              | Kiri Goulter  
09 438 5110 |
| Focused Skills Projections reports completed for Travel Agents and Aviation sectors | Nationwide         | ATTO                              | Gayle Sheridan  
04 495 0810  
gayle.sheridan@attto.org.nz  
www.attto.org.nz |
| National Corporate Hotel Traineeships                                   | Nationwide         | HSI                               | HSI  
0800 275 4474 (ask 4 HSI)  
info@hsi.co.nz  
www.hsi.co.nz |
| Accor Academie training programmes                                       | Nationwide         | Accor Hotels                      | Graeme Ham  
National HR Manager  
09 529 9090  
graeme.ham@accor.com |
| Making training available to SMEs in relevant bite-sized components (HANZ Training Passport Initiative). | Via 19 centres throughout New Zealand | Hospitality Association with support from Hospitality Standards Institute | Bruce Robertson  
Chief Executive Hospitality Association  
04 385 1369  
bruce@hanz.org.nz |
| Exploring alternative labour market supplies, i.e. those on unemployment benefit. | National, available via main centres | Hospitality Association supported by Ministry of Social Development, Retailers Association, TEC and Treehouse Group | Bruce Robertson  
Chief Executive Hospitality Association  
04 385 1369  
bruce@hanz.org.nz |
<table>
<thead>
<tr>
<th>Activity</th>
<th>Availability</th>
<th>Lead Agency</th>
<th>Key Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exploring alternative sourcing of employees, e.g. those on sole parent benefit.</td>
<td>A pilot being run in Wellington and Auckland</td>
<td>Hospitality Association supported by Ministry of Social Development, Retailers Association, TEC and Treehouse Group</td>
<td>Bruce Robertson</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Chief Executive</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Hospitality Association</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>04 385 1369</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:bruce@hanz.org.nz">bruce@hanz.org.nz</a></td>
</tr>
<tr>
<td>Assist employers with the implementation of good work practices</td>
<td>Available nationwide to all HANZ members on a 24/7 basis</td>
<td>Hospitality Association</td>
<td>Bruce Robertson</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Chief Executive</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Hospitality Association</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>04 385 1369</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:bruce@hanz.org.nz">bruce@hanz.org.nz</a></td>
</tr>
</tbody>
</table>